



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

DECISION

Dispute Codes MNSD, MNDL

Introduction

This hearing dealt with an Application for Dispute Resolution by the landlords for a monetary order for damages to the rental unit, and an order to retain the security deposit in partial satisfaction of the claim.

The landlord at the start of the hearing stated that they do not know where the tenants are living, and they sent their application for dispute resolution and notice of hearing to the tenants by text message and email. The landlord confirmed they did not have an **order for substituted service**.

In this case, I find the tenants have not be served in accordance with section 89 of the Act as email and text are not an approved method of service. Therefore, I find I must dismiss the landlords' application with leave to reapply.

This decision is made on authority delegated to me by the Director of the Residential Tenancy Branch under Section 9.1(1) of the *Residential Tenancy Act*.

Dated: March 22, 2021

Residential Tenancy Branch